

RECEPTION

- ◆ Ask the client if they have received FNS in October? If yes, explain auto replacement procedures and that they are ineligible for DSNAP.
- ◆ Ask the client if they have a pending FNS application? If yes, advise the client that they are eligible to apply for DSNAP and receive a full allotment if found eligible.
- ◆ Each client should be logged. This will aid in tracking any lost applications and determining the number seen each day.
- ◆ If the client asks, give a best estimate of waiting time. Remind the client that the application-taking period is five days only.
- ◆ Due to the short time period, clients returning verifications must see a supervisor or designated worker so that they can determine if the required verification has been provided.
- ◆ Allow residents of other disaster counties to apply in your county.
- ◆ Consider additional staff to assist the receptionist in crowd control.